

West Virginia Executive Branch Privacy Tip of the Week

Individual Redress

Question:

I've been making an effort to review Privacy Policies and there's something I need a bit of clarification on. Can you give me little more info on Individual Redress?

Answer:

The Individual Rights Policy requires each Department to provide "an appropriate means of individual redress." This policy may be found at <http://www.privacy.wv.gov/privacypolicies/Pages/default.aspx>. This means that each Department must have a formal process for handling privacy-related questions and complaints. The Policy requires the process to be easily accessible and simple to use.

Everyone has a right to understand the Department's privacy and security practices. Everyone also has a right to ask questions about and raise objections to the collection and use of personally identifiable information, (PII), such as home address, telephone number and driver's license number.

Never discourage a person from asking a question or making a complaint. If someone has a question about your Department's privacy practices, you can provide the person with a copy of the applicable Privacy Notice.

You should refer all other privacy questions – as well as all complaints – to your Privacy Officer immediately.